

Netaphor SiteAudit Hosted 6



★★★★★	Feature Set
★★★★☆	Value
★★★★☆	Ease of Setup
★★★★☆	Ease of Use
★★★★★	Compatibility
★★★★☆	Software Integration
★★★★★	Security
★★★★☆	Reseller Support and Training
Not Rated	Customer Support and Training
★★★★☆	Documentation
★★★★☆	Global Business Readiness
★★★★★	Upgrade Path



OVERVIEW

NetaphorSiteAuditHosted is an integrated fleet-assessment and -management platform that delivers audit tools and usage and service analytics for a wide range of output devices. Intended for use by both managed print services (MPS) providers and industry manufacturers, the solution provides print and copy volumes to aid with billing and help maximize device utilization, enables the tracking of compliance with Service Level Agreements (SLAs), and more. With the system's proactive notification and reporting features, businesses can reduce supplies inventory, operations and other costs associated with a fleet. A brand-agnostic solution, SiteAudit Hosted can discover and report on both networked and locally connected devices from all major OEMs. An on-premise version of the software, Netaphor SiteAudit OnSite, is also available.

Strengths

- Allows customers to move seamlessly from fleet assessment to fleet management
- Scalable solution supports up to 10,000 devices per server
- Supports networked and locally connected devices
- Brand-agnostic system reports on any device with a printer MIB
- Powerful drag-and-drop report building
- Calculates uptime/downtime for devices
- Shows consumables yields, estimated remaining life, cost per page and more
- Calculates coverage and cost-per-page data
- Summary views give top-level of fleet, while dashboards provide insight into all managed devices
- Interface supports drag-and-drop and right-clicking for easy navigation and manipulation
- Connectors to back-end systems streamline the billing process

Weaknesses

- Higher price per managed device than some leading management platforms
- Lacks the cost control features found in in-house print management products



BLI RECOMMENDATION



Having evaluated the SiteAudit platform three times prior to this report, it's clear to BLI that Netaphor continues to bring more and more value to the table with each upgrade—and SiteAudit Hosted 6 is no exception. The system is a very powerful and feature-rich fleet management tool that's well suited to MPS providers such as dealers, as well as industry manufacturers. The solution is highly scalable—it can support up to 10,000 devices per hosted server instance—and offers an array of other key traits that prove SiteAudit Hosted is among the best systems of its kind on the market today.

The solution's well-designed interface has a hierarchical organization tree on the left to allow the intelligent grouping of hardware, which enables the tracking thousands of devices. The UI also offers full support for drag-and-drop actions, right-click mouse input and so on; all of these make navigating and customizing lists and reports extremely easy, with very little training required. And speaking of reporting,

that's another of SiteAudit Hosted's many strengths, particularly in the area of customizable reporting. Rather than a couple dozen canned reports, which must then be exported for more granular analysis if desired, the solution lets users construct very complex queries against the database via simple drag-and-drop actions. Users can quickly call up volume analysis, job analysis, incident history or other data, then easily filter by desired parameters and filter even further until the report shows exactly the information desired.

SiteAudit Hosted can also calculate uptime/downtime for a specified time period, which helps MPS providers and purchasing agents identify devices ripe for replacement. Similarly, the cost-per-page analysis is especially useful for identifying hardware that's most friendly (or harmful) to a business's bottom line. These data points can arm an organization with valuable information that can be used to make better purchasing decisions and to ensure that the manufacturers are living up to their SLAs. Consumables tracking is another critical part of the MPS equation on which the solution delivers: Administrators can set rules-based notification thresholds for proactive management and quick problem resolution.

For version 6, Netaphor has added a trio of tools that help provide even more insight: dashboards, which allow administrators to see at-a-glance details about managed devices; the optional Analyzer module, which is an Excel plug-in that helps an MPS or procurement manager run "what-if" scenarios based on actual data (for example, to show that users are typically changing toner cartridges when there's 5 percent of the toner remaining, and to see the cost savings if users changed them with 2 percent remaining); and Visualizer, which is a Visio plug-in that serves as a mapping tool. Another enhancement includes four useful metrics; in particular, the high/low utilization calculates a device's usage percentage above/below the OEM's recommended volume. This can help managers see which devices are underutilized and could be replaced with lower-cost hardware, for instance.

On the downside, SiteAudit Hosted's features are concentrated mainly on fleet management and reporting, not print-reduction/cost-containment as are some in-house print management systems. Also, the solution can be more costly per managed device than some other third-party fleet management platforms, although making direct comparisons on price alone is misleading since Netaphor also delivers more functionality than most. So for MPS providers or those organizations that need to manage hundreds to thousands of devices in great detail, Netaphor SiteAudit Hosted is well worth the investment.

Product Profile

Product:	Netaphor SiteAudit Hosted
Version:	6.1
Software Developer:	Netaphor Software, Inc.
Suggested Retail Price:	Netaphor carries an SRP of \$20 per device per year (reseller and volume discounts are likely to lower that price, according to the developer); the Analyzer (report pack pricing) and Visualizer (\$999 annually per seat) modules must be purchased separately.
Server Requirements:	Not applicable
Client Requirements:	Dual quad-core processors, 4-GB RAM, 300-MB hard drive space, running Microsoft Windows Vista, Windows 7 or Windows 8.
Supported Devices:	All SNMP-enabled networked and locally connected printers and MFPs that have an industry-standard MIB. Netaphor's relationships with many leading OEMs allow the solution to capture data from both the public and private MIBs of most hardware, as well as from their embedded web servers. The solution supports OEM-specific protocols to collect data, too.
Availability:	SiteAudit Hosted is sold in North America, Europe, Asia, Africa and the Middle East by authorized Netaphor resellers and partners.



Feature Set



SiteAudit Hosted has all the features a service provider or enterprise needs to assess and track output devices and meter counts. It supports both networked and locally connected printers and MFPs of any brand, and can report any of the attributes contained in the public MIB, including total, print and copy meters (broken down by color/monochrome), page size (ledger/A3, letter/A4), simplex/duplex and much more—up to 500 attributes, depending on the functionality of the device. In addition, Netaphor has relationships with most leading OEMs that also gives the system access to private MIB data. And unlike some other output management utilities, SiteAudit Hosted also tracks and reports on fax and scan/send volumes for MFPs. The latter is becoming increasingly important to enterprises and resellers as digital sending and scan capture become more integral to an organization's workflow.

Most notable versus competing platforms is the integration of an assessment report, which utilizes key performance indicators built into the software. The integration means a separate audit tool isn't required: MPS providers can go from the assessment phase to fleet management without changing tools or needing to perform another initial data collection.

Efficiency – Results

The efficiency analysis examines the current fleet utilization, measures the 10 utilized printers and volumes of local printers versus networked printers. It then recommends actions to achieve an optimal volume distribution.

Efficiency		Value	
Average volume		3,418	
Networked		3,418	
Color		4,693	
B/W		3,078	

Model	IP Address	Output	Monthly Volume	Usage	Cost Share %
Canon R7296	10.12.1.62	B/W	41,124	21.503 %	7.903 %
Canon R C5306	10.12.1.171	Color	22,922	11.763 %	8.379 %
Canon R7296	10.12.0.265	B/W	16,310	8.370 %	5.344 %
Canon R3570	10.12.1.84	B/W	16,127	8.275 %	4.683 %
Canon R-ADW C2035	10.12.0.131	Color	8,301	4.260 %	6.366 %
Canon R 3170C	10.12.0.26	Color	7,522	3.860 %	3.221 %
Canon R3570	10.12.3.107	B/W	7,045	3.615 %	3.860 %
Canon R3570	10.12.8.31	B/W	5,992	3.075 %	3.761 %
Canon R3570	10.12.0.113	B/W	5,360	2.750 %	3.707 %
Canon R3570	10.12.1.80	B/W	4,416	2.266 %	3.621 %
Total			135,119	69.34%	

Key Facts:

- ✓ Top 10 printers produce 69% of total output, 2 printers account for 33% of volume
- ✓ 20 Canon MFDs, bottom 10 product 3,080 pages per month
- ✓ Average monthly output per month is 3,400 pages

Recommended Actions

1. Restrict color output to top 10 utilized printers to reduce cost per page, consolidating volume to a limited group of devices should lower the cost per page
2. Increase more output to lower cost MFDs using control tool like uniFLOW

Specific Reports

- ✓ Top 10 Utilized Printers
- ✓ Utilization of Printers Over 5 Years of Age
- ✓ Bottom 10 Canon Printers by Volume Report

The integrated assessment tool allows resellers to create custom audit reports that show, among other things, device output, efficiency and potential cost savings.

The solution's consumables tracking features are particularly robust. SiteAudit Hosted can show the percentage of remaining toner available (in as granular an increment as provided by the device) and estimate the replacement date and/or pages remaining based on past usage to enable just-in-time ordering, which cuts down on the supplies a service provider or enterprise needs to have on hand. The software also tracks ink/toner coverage for output, and hence can provide a very accurate cost-per-page analysis. Other consumables tracked by the system include the life of the drums, fuser units, developer, transfer units and cleaning kits.

Model	IP Address	Description	Level	% Used	Page	Consumed	Estimated Replacement Date
Lexmark CT54	10.104.160.56	PagePro Toner	65.0 %	0.0 %	Toner	31	12/13/2011
Lexmark CT54	10.104.160.56	Cyan Toner	66.0 %	0.0 %	Toner	31	12/13/2011
Lexmark CT54	10.14.172.42	Magenta Toner	67.0 %	0.0 %	Toner	31	12/13/2011
Lexmark 1910c	10.104.127.127	Photo Drum (Black)	40.0 %	0.0 %	Drum	31	12/13/2011
Lexmark 1910c	10.104.127.127	Black Toner	70.0 %	0.0 %	Toner	31	12/13/2011
HP Color Laser Jet 2500	10.104.124.123	Yellow Print Cartridge HP...	3.0 %	2.0 %	Toner cartridge	31	12/13/2011
HP Color Laser Jet 2500	10.104.124.123	Magenta Print Cartridge HP...	30.0 %	12.0 %	Toner cartridge	31	12/13/2011
HP Color Laser Jet 2500	10.104.124.123	PagePro Print Cartridge ...	50.0 %	10.0 %	Toner cartridge	31	12/13/2011
HP Color Laser Jet 2500	10.104.124.123	Cyan Print Cartridge HP...	66.0 %	14.0 %	Toner cartridge	31	12/13/2011
Lexmark E250n	10.104.90.47	Black Toner	80.0 %	20.0 %	Toner	31	12/13/2011
Lexmark 1910c	10.104.124.127	Black Toner	40.0 %	0.0 %	Toner	31	12/13/2011
HP Color Laser Jet 2500 series	10.104.105.79	Black Print Cartridge HP...	99.0 %	1.0 %	Toner cartridge	31	12/13/2011
HP Color Laser Jet 2500	10.104.105.79	PagePro Cartridge	30.0 %	0.0 %	Toner	31	12/13/2011
HP Color Laser Jet 2500	10.104.124.123	Black Print Cartridge HP...	70.0 %	10.0 %	Toner cartridge	31	12/13/2011
Lexmark 1910c	10.111.188.42	Black Toner	60.0 %	20.0 %	Toner	31	12/13/2011
Lexmark 1910c	10.111.188.43	Black Toner	40.0 %	10.0 %	Toner	31	12/13/2011
Lexmark 1910c	10.111.83.42	Magenta Toner	40.0 %	0.0 %	Toner	31	12/13/2011
HP Color Laser Jet 2500	10.111.188.42	Magenta Print Cartridge HP...	80.0 %	0.0 %	Toner cartridge	31	12/13/2011
HP Color Laser Jet 2500	10.104.46.42	Y/C Cartridge HP 11	30.0 %	10.0 %	Drum	31	12/13/2011
HP Color Laser Jet 2500	10.111.188.41	Cyan Cartridge	70.0 %	10.0 %	Toner	31	12/13/2011
Lexmark 1910c	10.111.87.41	Photo Drum	20.0 %	0.0 %	Drum	31	12/13/2011
HP Color Laser Jet 2500	10.111.188.41	PagePro Print Cartridge HP...	20.0 %	0.0 %	Toner cartridge	31	12/13/2011
HP Color Laser Jet 2500	10.111.81.41	Cyan Print Cartridge HP...	10.0 %	0.0 %	Toner cartridge	31	12/13/2011
Lexmark 1910c	10.104.26.42	Black Toner	40.0 %	10.0 %	Toner	31	12/13/2011
Dell Laser Printer 3100c P9000P C5.05.P.011	10.111.86.12	Black Toner	30.0 %	0.0 %	Toner	31	12/13/2011
HP Color Laser Jet 2500	10.104.46.42	PagePro Cartridge HP 11	30.0 %	0.0 %	Toner cartridge	31	12/13/2011

SiteAudit Hosted can track consumables of all types and alert designated users when supplies are low.

In addition to meter and consumables data, SiteAudit Hosted tracks errors at the device level, which lets service providers or IT administrators generate uptime/downtime reports to identify problem machines and those with the fewest errors—particularly useful data points when it comes time to replace hardware. Resellers and customers can also use the solution to track response time to service calls and SLAs.

SiteAudit Hosted provides complete Move, Add and Change (MAC) tracking, reporting and alerting for devices in the fleet, too. MAC event logging includes reporting of newly added devices, when a previously detected device is retired, when a retired device is put back into service, when the device location changes, when a device is reassigned to a new department and when the IP address of a device changes. MAC tracking ensures that the reported inventory accuracy is constant, reduces the chance of hardware being misplaced, eliminates the inadvertent assignment of duplicate IP addresses and means that device history (such as meter counts and error logs) stays with the device’s entry in the database, even if its IP address, group or location changes.

The system delivers highly customizable rules-based notification features. Alerts can be sent to outside service providers or in-house personnel based on the type and severity of the error, ensuring maximum device uptime and improving first-call problem resolution.

SiteAudit Hosted’s reporting features are second to none: the program offers 70 standard reports, but in actuality the number of tabular reports that can be created is limitless, since any parameters on a given table can be combined to create a custom report. And as expected, the solution lets users schedule reports to run reports at a set time and deliver the results via email to an unlimited number of recipients.

Volume Results

The volume analysis examines the current output volume such as color, monochrome, duplex and recommends actions to achieve a lower cost per page. The number of sheets of paper is examined to measure environmental impact of the current output volume.

Volume Analysis - (Pages per Month)		
Counter	Pages	Share %
Total	194,877	100.00 %
B/W All	173,179	88.86 %
Color All	21,698	11.13 %
Print	109,918	56.40 %
Copy	82,810	42.49 %
Duplex	24,557	12.60 %
MFD	164,861	84.80%
Sheets (estimated)	170,320	100.00 %

Key Facts:

- ✓ 89% output is B/W versus 11% color
- ✓ Majority of output is print (56%) versus copy
- ✓ Very little volume is duplexed (12%)

Recommended Actions

1. Reduce B/W single function printers with monthly volumes less than 1,250 pages
2. Continue to improve on duplex use by instating group policy to only print duplex
3. Use standard and custom reporting to track and report print versus copy, b/w versus color, duplex use and other volume measurements

Specific Reports

- ✓ 30-Day Volume Analysis
- ✓ Printer Volume Less the 1,250 Pages

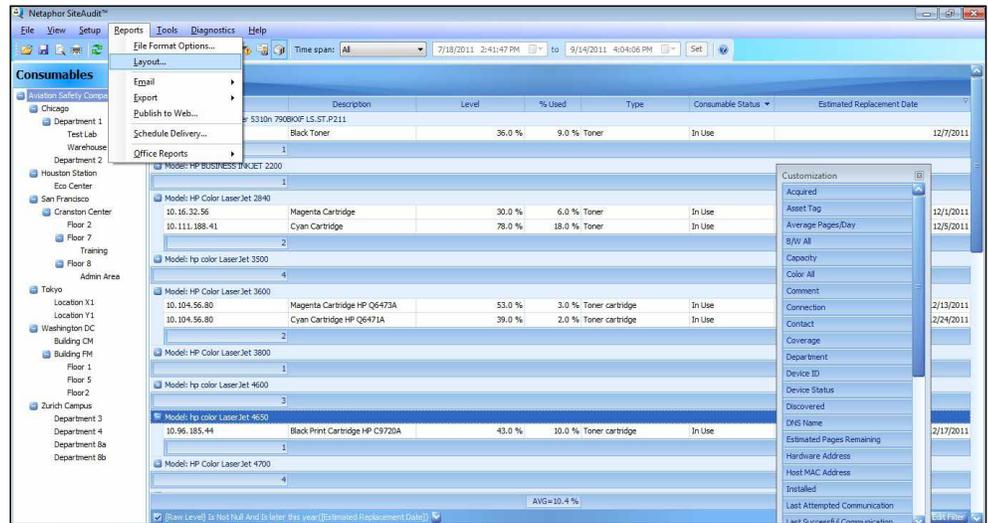
Along with displaying volumes for devices, Volume Analysis makes recommendations to help organizations lower costs.

Volume Analysis shows current meter count breakdowns for each device, including total pages, color/monochrome pages, total copies, simplex/duplex pages, 11x17 pages and more. The *Lifetime Counters* tool generates a list of total meter counts for the lifetime of the device, including prints (color/monochrome), copies (color/monochrome), scans and more. The unique *Host Analysis* tool shows information on host PC/servers discovered on the network, including the driver revision loaded on the PC and the pages printed from that PC. The *Job Analysis* tool creates a summary report of job types, collected from the Windows spooler.

SiteAudit Hosted also allows users to create cost-per-page reports and makes it easy for to identify troublesome and trouble-free devices, which can be especially useful when it comes time to make replacement decisions. The *Incident History* report shows a complete list of all error messages generated, including the severity level, whether the incident required a response from an untrained (paper out, for instance) or trained (replace fuser) individual, the status of the incident (resolved or unresolved), the incident's duration, and more. For even more granularity, the *Problem Analysis* view shows a top-level count of the total errors for each device and its total downtime. Users can then drill down into a particular device's entry to see a description of each error that has occurred (such as "perform printer maintenance" or "low consumables: maintenance kit") and its severity (Warning, critical, and so on).

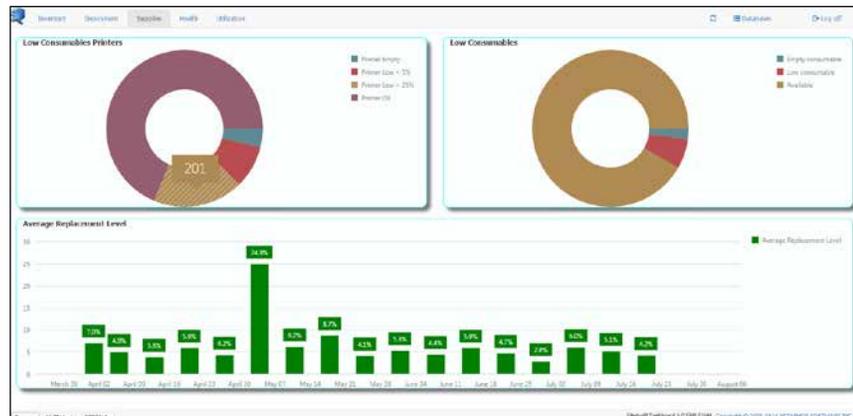
BLI appreciates the copy vs. print report, so customers can see the mix of function usage to better right-size their fleet. Also handy is the color vs. black-and-white report, which can be a useful tool to help drive down unnecessary color usage. And the utility also offers an *SLA Analysis* view, which shows the service level agreement attached to a device, its uptime and downtime, and the number of incidents that were handled in the timeframe specified in the SLA and those that weren't. The *Consumables* report, which shows the level of ink/toner (in percentage increments as supported by the device) remaining for each device, is important too. Newer metrics that have been added include high/low utilization (usage percentage above/below the OEM's recommended volume), device type (printer or MFP), whether it's ENERGY STAR-qualified or not) and its age based on the launch date.

If Netaphor was to have stopped there, SiteAudit Hosted would offer very robust reporting tools for most users, especially since lists could be easily sorted to find a particular device. But since the solution was designed to handle thousands of devices, it takes the analysis one step further, allowing users to customize the results lists by specific parameters.



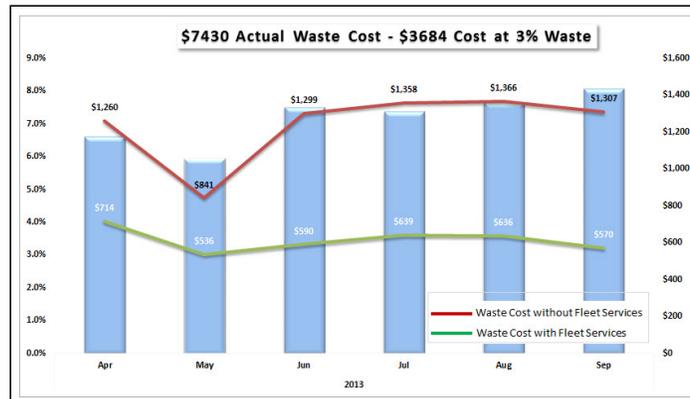
SiteAudit Hosted allows users to construct custom reports—essentially an unlimited number of them—by simply dragging column headers to the space above the device list (above, color copies by manufacturer).

On top of the robust reporting capabilities of SiteAudit Hosted, the new dashboards provide at-a-glance information over three pages of graphs, all of which are pre-configured. With these, administrators can see statistics for all managed devices, including those related to inventory, deployment, supplies, health and utilization.



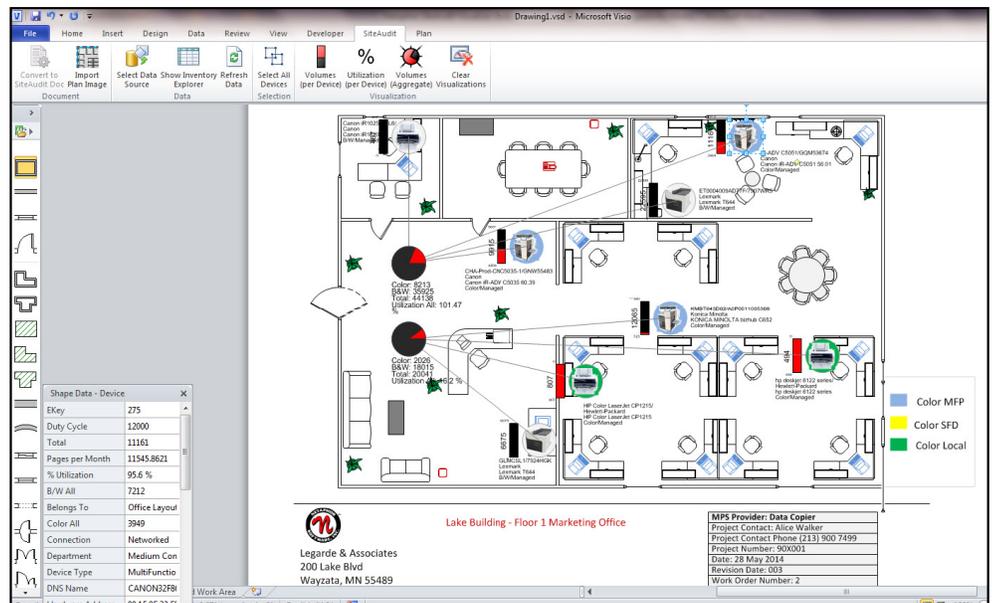
Dashboards enable administrators to see top-level information about all managed devices, including supplies status (above) and overall health.

Analyzer, which is an Excel plug-in, helps figure out scenarios such as what if toner was to be replaced when it has only 2 percent life left, compared with the 5 percent it has when it's usually replaced. The tool, then, can be a boon to administrators as they look to find new ways to increase an organization's bottom line.



The Analyzer plug-in for Excel is new to version 6.

Previous versions of SiteAudit Hosted lacked a mapping tool to show the locations of devices—but no more. The Visualizer tool is offered so service providers and IT departments can create maps; the solution still integrates with AssetDB (from NewField IT), for those who would rather use a third-party application. With Visualizer, administrators can drag-and-drop devices into a floor-plan template, making the tool very easy to use.



The Visualizer plug-in for Visio is also new to version 6.

What's New in Netaphor SiteAudit Hosted 6

- Dashboards provide administrators with at-a-glance information about all managed devices
- Analyzer and Visualizer plug-ins for Excel and Visio, respectively
- Metrics for high/low utilization, device type, ENERGY STAR-qualified or not, and device age based on the launch date



Value



The list price for the base solution is \$20 per device per year, which includes assessment, monitoring and reporting capabilities (reseller and volume discounts are likely to lower that price, according to the developer); the Analyzer (report pack pricing) and Visualizer (\$999 annually per seat) modules can be purchased separately. This price is higher than the \$9 to \$12 per device per year charged by some competing third-party fleet-management platforms aimed at MPS dealers, although it should be noted that SiteAudit Hosted delivers more features and functionality than most others. And adding to its overall value proposition are the unique custom reporting features the system delivers, as well as its scalability. Netaphor estimates an ROI for the solution of about six months, while the cost for ongoing maintenance and support is 18 percent of the deployment cost, which is competitive with others in the industry.



Ease of Setup



Because of its cloud-based nature, there's very little to install: only a data collection agent on a PC needs to be deployed, and that can be achieved in a matter of minutes. Discovery parameters, alerts and reports can all be configured remotely from the SiteAudit viewer. MPS providers can remotely make adjustments to the discovery setup and restart the discovery, eliminating the hassle of having to go to the customer site. And MPS providers have an option about hosting: they can do so themselves (if they want full control over their customers' data and product use) or use Netaphor's hosting facilities.

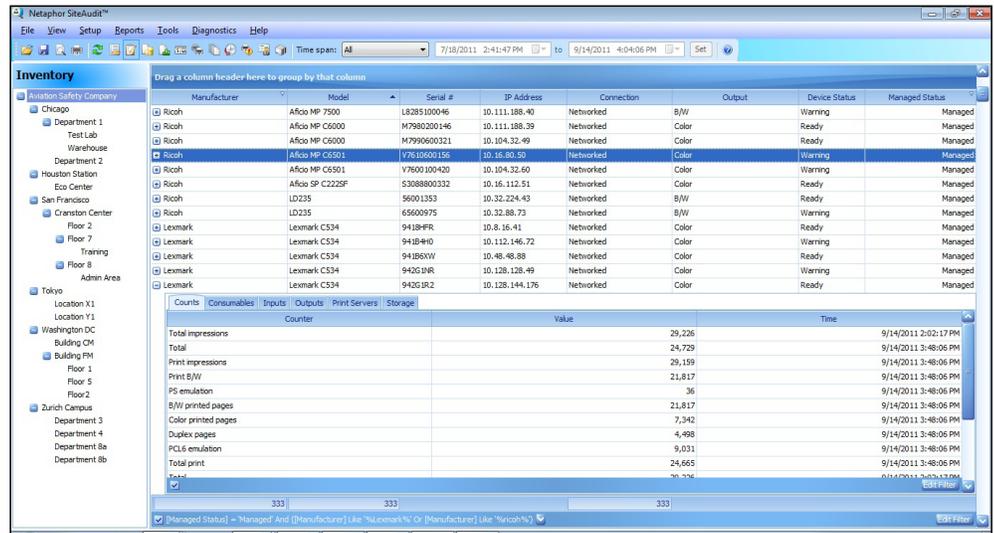
One advantage of SiteAudit Hosted versus the competition is the integration of the assessment tool with the management platform. With other solutions, an equipment dealer typically performs a fleet audit to gather initial data about a site's output devices. After a set period (typically 30 days), the full fleet-management tool is put in place—necessitating another software installation and data collection. Version 5.0 integrated the two, delivering an Integrated Assessment Report that tabulates device inventory, volume, reliability and efficiency and creates a finished report from the data. The tool delivers a five-part analysis including user-defined analysis of key facts, recommended actions based on the data collected and an ROI analysis, after which the report can be customized with commentary, graphics and logos, and is provided in Microsoft Word format for easy editing.

Once the solution is deployed, administrators or resellers can perform a device discovery to populate the database in a number of ways. An automatic discovery broadcasts to the network and finds all SNMP-enabled devices that respond. Administrators can also enter a list or range of IP addresses manually, opt to scan specified subnets only, opt to scan for a specified set of devices only, prevent discovery of locally connected devices, exclude the IP addresses of devices they don't want to manage with SiteAudit Hosted, and other options. These discovery parameters are more varied than those of other management utilities BLI has tested. And unlike most other like solutions, SiteAudit Hosted can discover and monitor devices locally connected to networked PCs (via USB or parallel connections) without the use of a local agent.

After the initial discovery, the solution auto-performs a discovery task every six days, and the developer reports that network traffic is kept to a minimum. Some other management systems can be set to do a discovery task more often or even at startup, but Netaphor's approach is preferable for enterprises with thousands of PCs and devices, since pinging each device on the network often could noticeably impact network bandwidth.

The license management feature allows the administrator to select which discovered printers are to be monitored and managed. For instance, if an organization has a SiteAudit Hosted license for 100 printers but a fleet of 110 printers, previous versions of the solution would find and manage all 110 printers. Now, the administrator can select the 100 printers they want to manage and the other 10 can be sent into an "unmanaged" group. Of course, they can subsequently add those devices to a managed group at any time by purchasing more licenses, or by migrating them to the managed group as older devices are taken offline.

SiteAudit Hosted supports Move, Add and Change (MAC) events, which provide a way for administrators to maintain control of their fleet and to be notified when changes occur. Netaphor's algorithms ensure that collected data is always associated with the correct device, even if the device's IP address changes. (Prior to this, when printers shared IP addresses, data from one device was stored with data from another device, and the administrator was required to resolve the duplicate addresses and delete suspect data.)



With SiteAudit Hosted, administrators or resellers can construct a hierarchical view of the organization (the frame on the left), then click on a particular node in the organizational tree to see a detailed view of the discovered devices.

The **Setup > Company organization** menu choice lets administrators or resellers create a hierarchical-structure view that corresponds to the organization. For example, resellers can create top-level entries for individual clients, with nested sub-nodes for various offices; or enterprises using the system for in-house management can create a hierarchical structure by location, department or cost center. Once the structure has been defined, individual devices can then be assigned to departments, cost centers, locations, or other units within the structure.



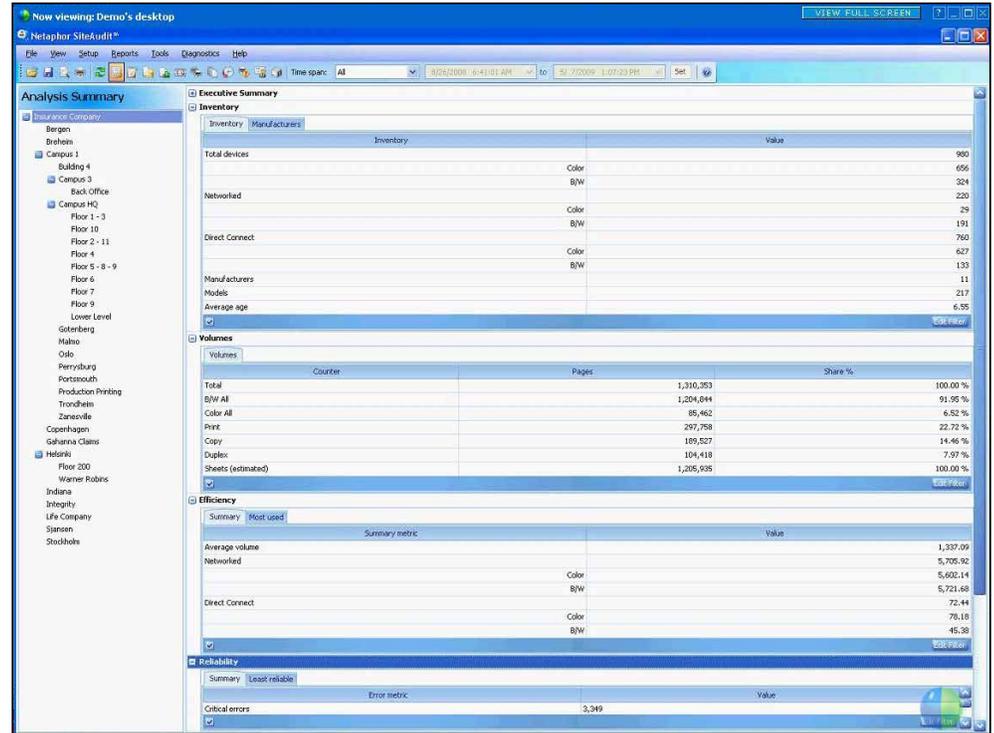
Ease of Use



Administrators and reseller personnel familiar with other in-house or remote device management utilities will have no trouble adapting to SiteAudit Hosted, and even users unfamiliar with such platforms should have no trouble performing common tasks with very little training. The main user interface is very straightforward, with the organizational structure set up by the administrator—company, departments, cost centers, locations—in a frame on the left and the list of devices in the center. Users can easily see all hardware associated with an organization by selecting the uppermost entry, or limit the list to particular department, location and so on by clicking on one of the subentries.

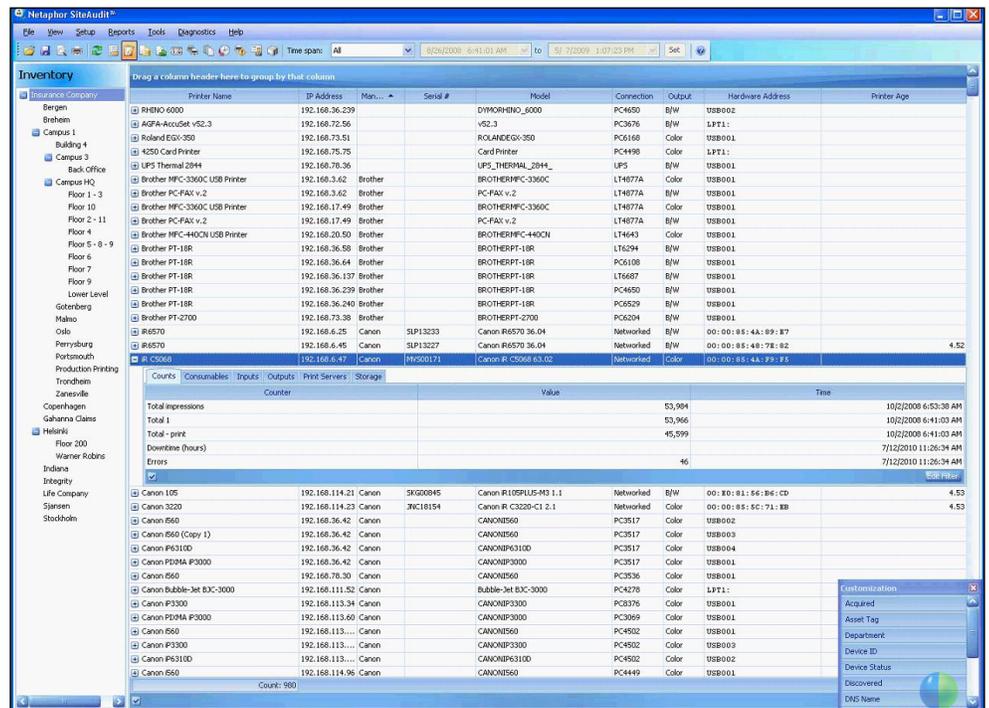
The solution offers a handy Analysis Summary that shows a top-level view of the selected organizational entry. Users can quickly see inventory by device type (such as networked or direct-connected) or manufacturer; output volumes (broken down by color/monochrome, print/copy, simplex/duplex and more); an Efficiency sum-

mary that shows average volume and most-used devices; and a Reliability summary that shows the number of critical errors for the selected group, the number of errors needing trained personnel, total downtime per printer, average uptime, average response time and more (this tab also displays the least-reliable devices).



SiteAudit Hosted enables users to see summary views of devices, output volumes, reliability and more with a single click.

Working directly with a particular device list is also easy. These more detailed lists show individual rows for each device in the selected organizational entry, with columns for the device name, manufacturer, model, IP address, serial number, connection port, page totals, usage (the percentage of all output volumes the particular device is responsible for) and much more. The attributes that appear on the device list are completely customizable, and columns can be re-ordered by simply dragging the column header to a new location and sorted by a given attribute (in ascending or descending order) by clicking on the desired header.



To see the details of a particular device, users simply click on the entry in the list to open a tabbed view with entries for counts, consumables, inputs, outputs and more.

Clicking on an individual row expands that device's entry to show more detailed information on the selected device. We found this approach to be more convenient than how some other utilities handle drilling down into the details of a particular device, a command that often launches a new window rather than letting the user work in-line in the devices list. As with other management utilities, the granularity of information shown in the drill-down view will vary depending on what data is available in the devices' MIBs. For instance, in BLI's evaluation an entry for a Canon imageRUNNER MFP showed tabs detailing meter counts, consumables levels, input-tray levels, storage levels on the device's hard drive and more, while that for a Brother MFC device showed only a tab for meter counts.

One convention common to other management utilities BLI technicians would like to see in the solution is a green/yellow/red icon indicator on the device list next to each device, so users can see at a glance if any hardware needs attention. Also, some utilities maintain a top-level folder, updated in real-time, that shows all devices currently in need of attention as error messages are received from the devices.

SiteAudit Hosted makes it extremely easy for end users to slice and dice information for analysis and reporting. There are 70 standard reports, but the mix-and-match nature of the analysis process means report creation is essentially unlimited.

When viewing a default report, a user can drag any column header (or headers) and drop it in the space provided above the list to generate a custom query of the SQL database—no coding required. For instance, when viewing the Volume Analysis report, a user can drag-and-drop the column header for Manufacturer to the space

to see meters by manufacturer. Need more granularity? Next drag-and-drop the header for Model to the area, and the list shows output by manufacturer and model. Want to see just color print volume for that subset of devices? Just drag-and-drop the column header Color Print to the area and the report gets even more detailed. This powerful build-your-own analysis feature is not only exceedingly easy (and frankly, fun) to play with, it frees users from having to parse the data (often in a separate program, like Excel) returned by a canned report typically offered by such utilities if they need an analysis that isn't on the menu.



Compatibility



The solution is compatible with all SNMP-enabled networked and locally connected printers and MFPs that have an industry-standard MIB. Netaphor's relationships with many leading OEMs allow the solution to capture data from both the public and private MIBs of most hardware, as well as from their embedded web servers. SiteAudit Hosted can also gather information from select wide-format devices (HP Designjets and Canon/Océ hardware; tracked by square meter). As for the software, it requires dual quad-core processors, 4-GB RAM and 300-MB hard drive space, running Microsoft Windows Vista, Windows 7 or Windows 8; while there's no support for Mac OS, because of the dominance of Windows, BLI believes this is only a minor drawback. Users can access the interface via virtually all current browser types, including IE, Safari, Firefox or Chrome.



Software Integration



Via connectors, SiteAudit Hosted integrates with leading billing platforms—SAP, OMD, Abacus, Evatic, NAVision, POB, to name several—used by many service providers. It also connects to the service-dispatch systems common in the industry such as Remedy and Magic.



Security



A login is required to access SiteAudit Hosted so administrators can control the data and its integrity. All communication between devices and the server is via a secure connection, specifically over port 443 using SOAP over SSL (HTTPS). Only

information pertaining to devices is stored; no personal data whatsoever is harvested. In addition, access to reports is controlled through Microsoft IIS credentials, which allows control over which reports users can access.

Company Profile

Vendor: Netaphor Software, Inc.; Irvine, CA, USA
Phone: (949) 470-7955
Web: www.netaphor.com
Status: Privately held



Reseller Support and Training



Netaphor-certified partners are offered extensive training. Sales and technical leads at the reseller are required to take a one-day remote training course (the program is different for each role), which is offered free of charge. In-person training is also offered, with the fee dependent upon the location and required curriculum. In addition to the required online training, Netaphor encourages quarterly and ad-hoc training as new features are added to the platform. Meanwhile, technical support is offered to resellers via email and online chat, but not by phone. General tech support is offered free of charge, and the developer also offers fee-based programs depending on the level of support requested.



Customer Support and Training

Not Rated

Customer support and training is handled by the individual reseller; those partners can pass along the remote training offered to resellers, and they also have the option to sell expedited support service (ultimately handled by Netaphor) that responds in 15 minutes during business hours.



Documentation



The developer offers searchable PDF documentation—over 200 pages worth—that covers all aspects of SiteAudit Hosted, from setup to custom reporting. Additionally, customers can access the online knowledgebase that contains clearly written articles covering dozens of topics.



Global Business Readiness



Netaphor, which is based in Irvine, CA, sells the solution through resellers and partners in North America, Europe, Asia, Africa and the Middle East. Software and documentation are available in English, French, German, Spanish, Japanese and Polish.



Upgrade Path



SiteAudit Hosted is a true enterprise solution in that it can accommodate up to 10,000 devices per server instance, as opposed to the few thousand supported by some competing systems. Users moving to SiteAudit Hosted from another platform can generally migrate existing data without programmer involvement, Netaphor says. The developer releases updates—free of charge to customers with a maintenance agreement—on a quarterly basis, while full versions are issued about every 24 months.

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